Alaska Relay
June 2002 - May 2003

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan
SERVICE COMPLAINTS									
#00	Answer Wait Time	0	1	0	0	0	0	0	0
#01	Dial Out Time	0	1	0	0	0	0	0	0
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0
#03	Didn't Follow Cust. Instruct.	0	0	0	0	0	0	0	0
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0
#05	Agent Disconnected Caller	0	0	1	1	0	0	0	0
#06	Poor Spelling	0	0	0	0	0	0	0	0
#07	Typing Speed/Accuracy	0	0	0	1	0	0	0	0
#08	Poor Voice Tone	0	1	0	0	0	0	0	0
#09	Everything Relayed	1	0	0	0	1	0	0	0
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0
#12	Two-Line VCO Procedure Not F	0	0	0	0	0	0	0	0
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0
#14	Feelings Not Described	0	0	0	0	0	0	0	0
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0
#16	Noise in Center	0	0	0	0	0	0	0	0
#17	Agent Was Rude	0	1	0	1	0	0	0	0
#18	Problem Answer Machine	0	0	0	0	0	0	0	1
#19	Spanish Service	0	0	0	0	0	0	0	0
#20	Speech to Speech	0	0	0	0	0	0	0	0
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0
	TOTAL	1	4	1	3	1	0	0	1
TECHNICAL COMPLAINTS									
#22	Lost Branding	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	1	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0
#27	Database Not Available	0	0	0	0	0	0	0	0
#28	Split Screen	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0
	TOTAL	1	0	0	0	0	0	0	0
MISC COMPLAINTS									
#30	Rates	0	0	0	0	0	0	0	0
#31	OSD	0	0	0	0	0	0	0	0
#32	No 900 Number	0	0	0	0	0	0	0	0
#33	Carrier of Choice	0	0	0	0	0	0	0	0
#34	Network Recording	0	0	0	0	0	0	0	0
#35	Other	0	0	0	0	0	0	0	1
	TOTAL	0	0	0	0	0	0	0	1
	TOTAL COMPLAINTS	2	4	1	3	1	0	0	2

Feb	Mar	Apr	May	TOTAL	PCT.
0	0	0	0	1	7%
0	0	0	0	1	7%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	2	14%
0	0	0	0	0	0%
0	0	1	0	2	14%
0	0	0	0	1	7%
0	0	0	0	2	14%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	2	14%
0	0	0	0	1	7%
0	0	0	0	0	0%
0	0	0	0	0	0%
1	1	0	0	2	14%
1	1	1	0	14	

Feb	Mar	Apr	May	TOTAL	PCT.
1	0	0	0	1	33%
0	0	0	0	0	0%
1	0	0	0	2	67%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
2	0	0	0	3	

Feb	Mar	Apr	May	TOTAL	PCT.
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	0	0%
0	0	0	0	1	100%
0	0	0	0	1	

Feb	Mar	Apr	May	TOTAL	PCT.
3	1	1	0	18	